

FIG. 1

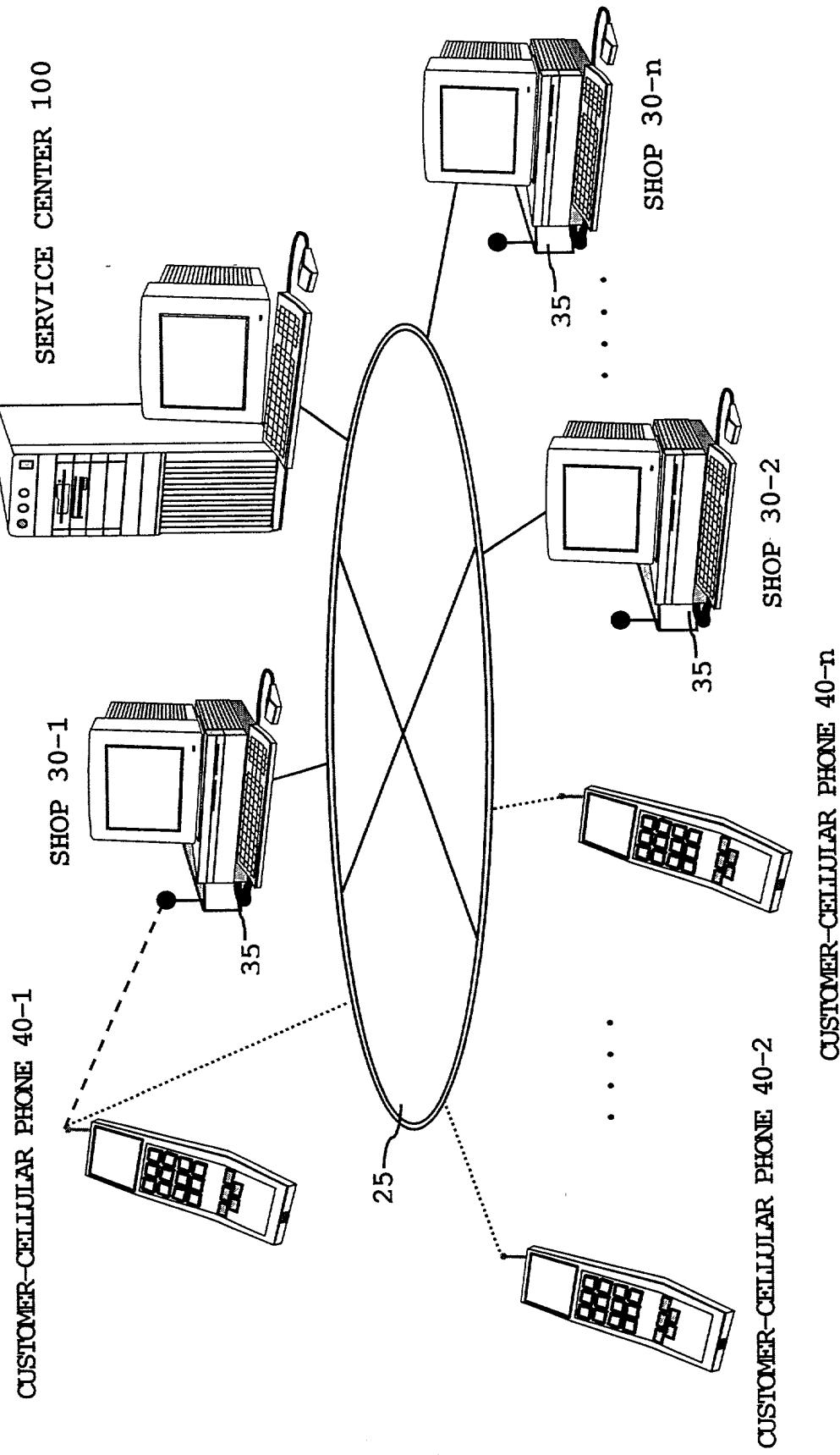


FIG. 2

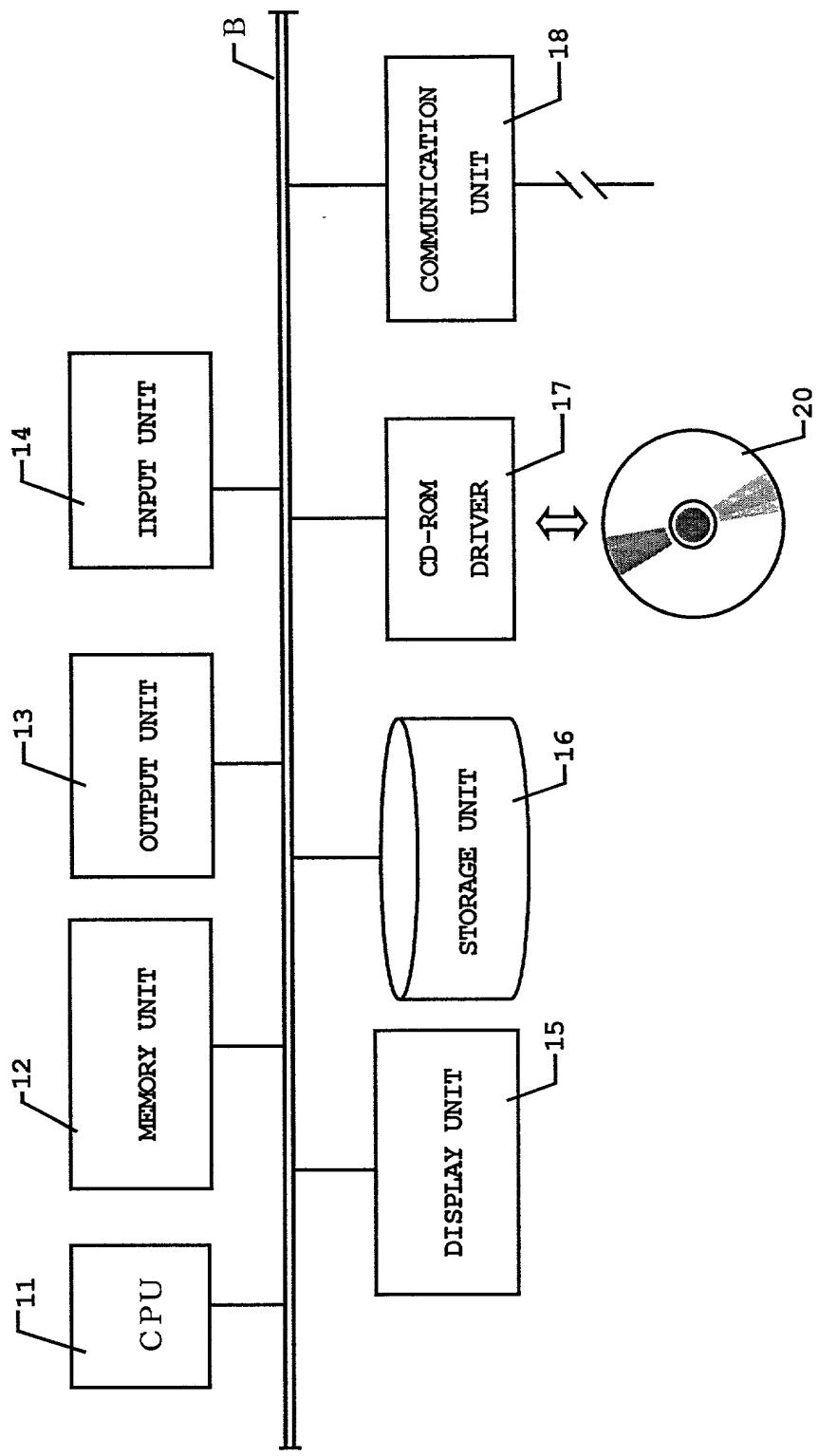


FIG.3

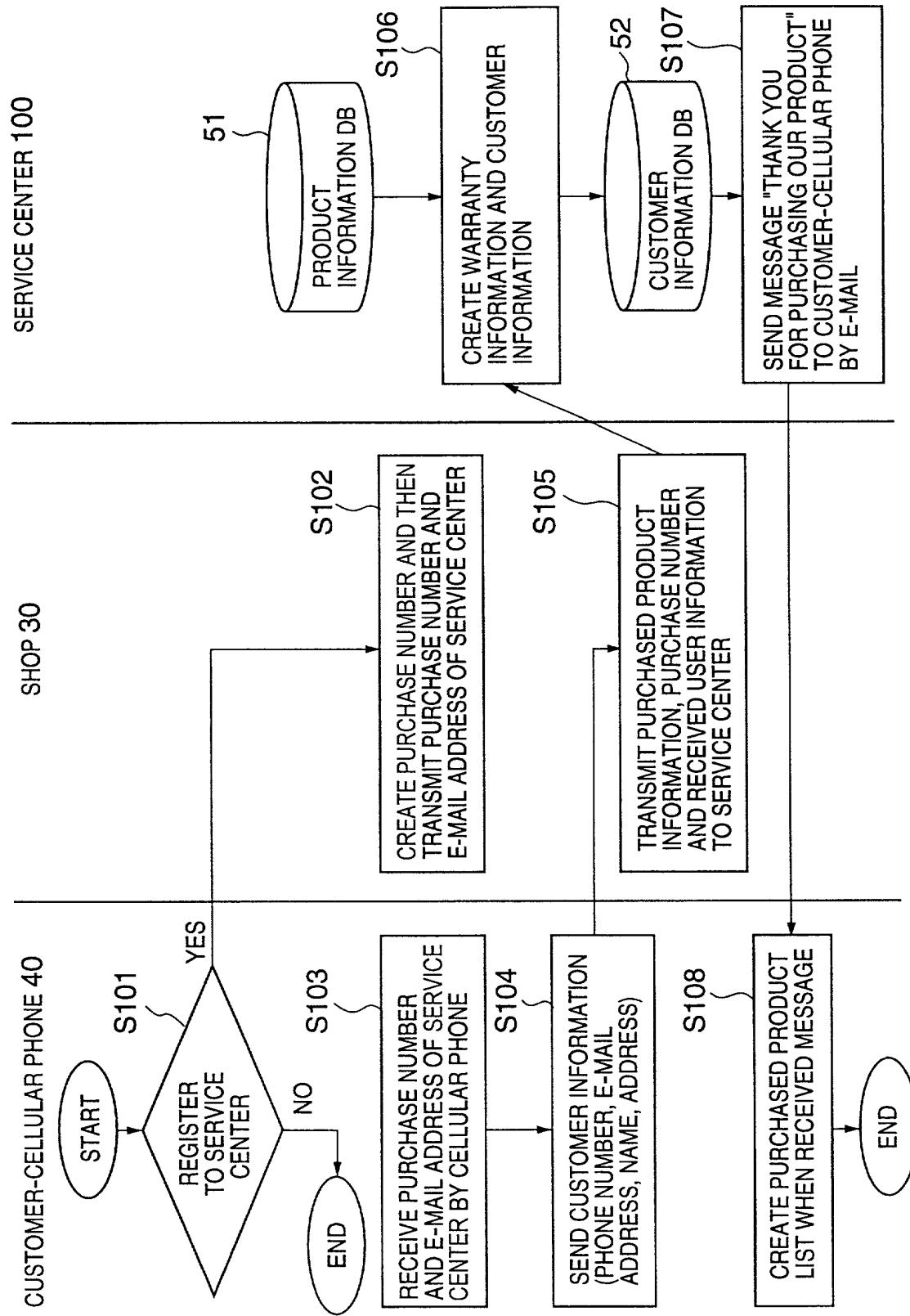


FIG.4

60

PURCHASED PRODUCT LIST (090-1111-1111)

01 MAKER H TV SET RH-HF0002
AAAAAA00000011 hhh@hhh.co.jp

02 MAKER F RADIO-CASSETTE AA-EDH01
BBBBBB00000011 fff@fff.co.jp

FIG.5

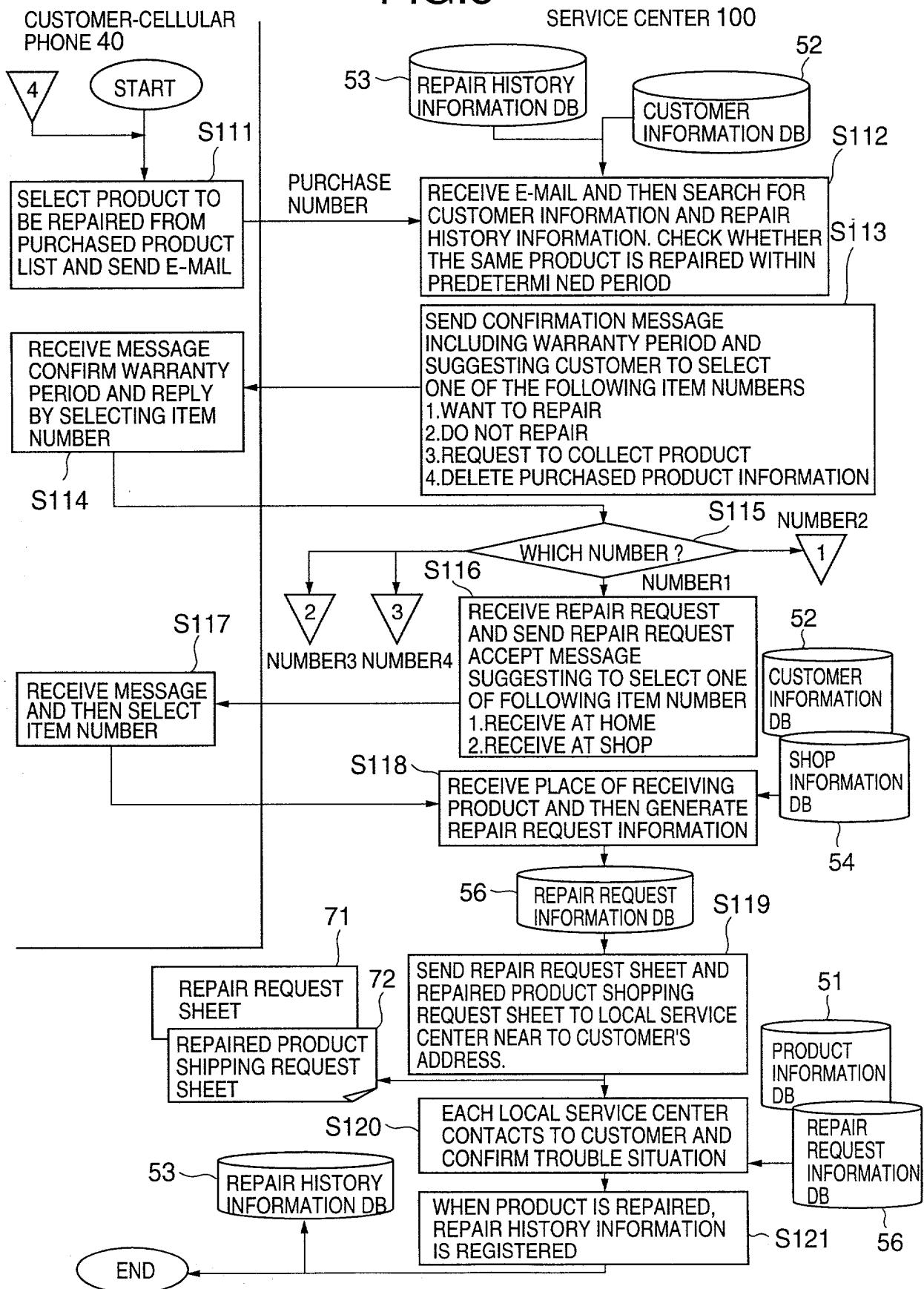


FIG.6

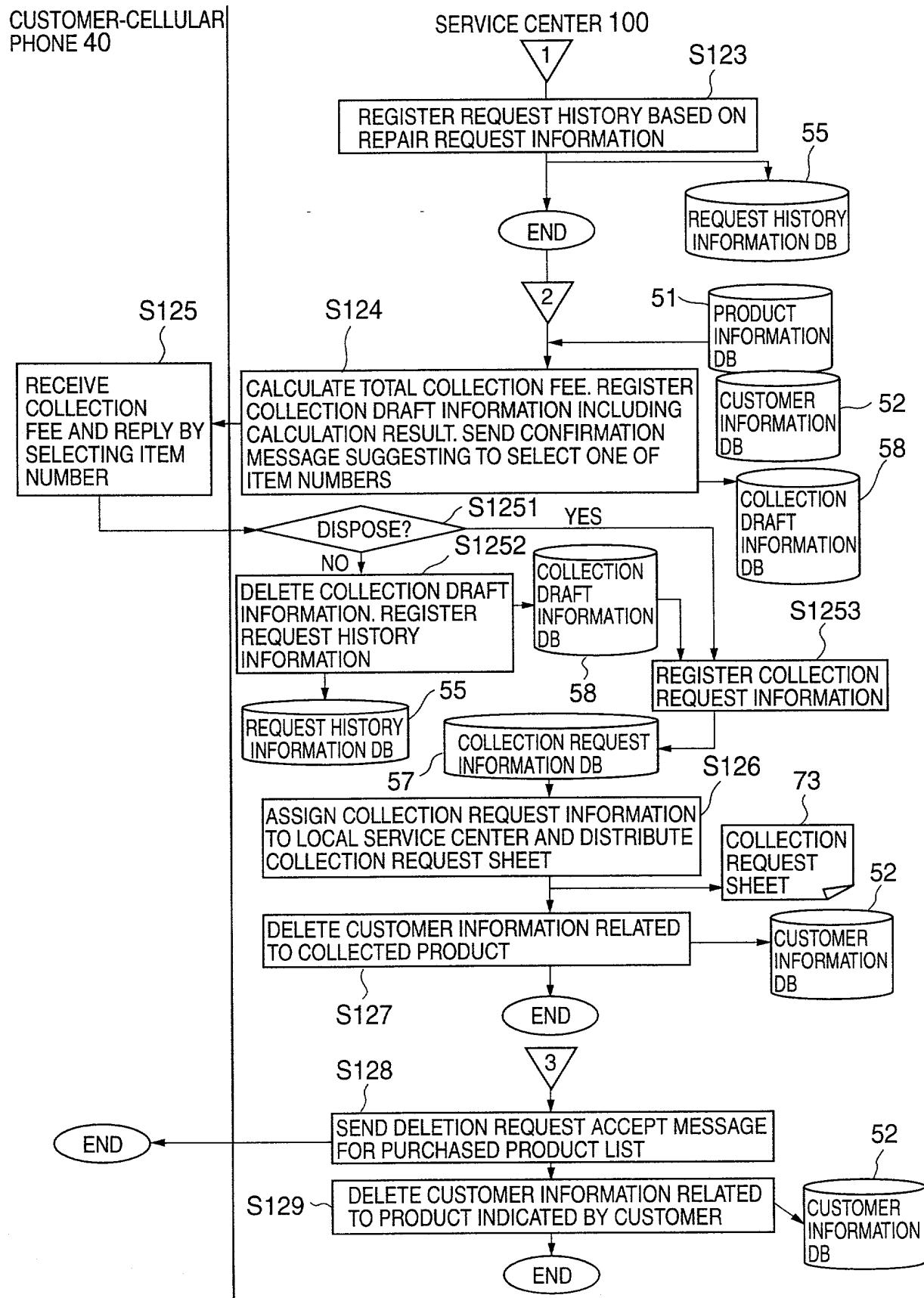


FIG.7

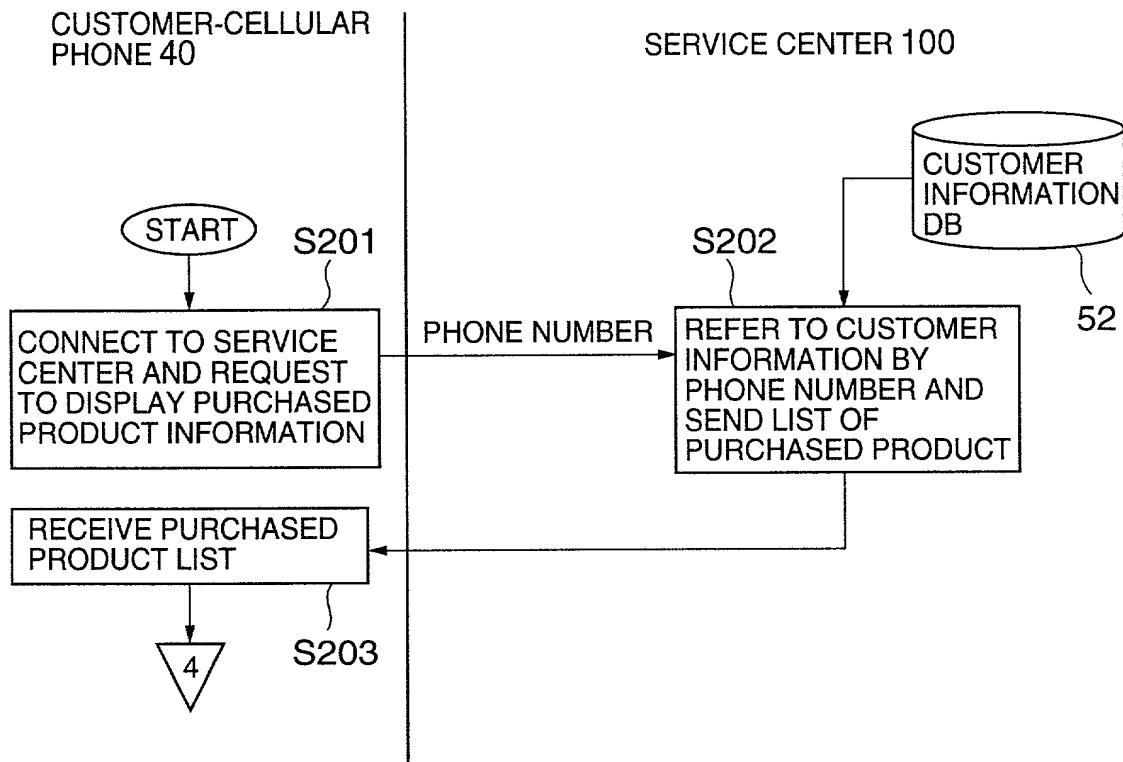


FIG.8

REPAIR REQUEST SHEET 71

REPAIR REQUEST SHEET (AAAAAA00000011)	ISSUE DATE:10/09/2000
SIR	711
REPAIR SHOP A 10-2, NOGI, AOMORI-SHI, AOMORI-KEN 017-XX-5555	
PLEASE REPAIR THE FOLLOWING PRODUCT (S).	
REPAIR REQUEST PRODUCT	713
MAKER MANUFACTURE No. PRODUCT NAME WARRANTY PERIOD REPAIRED BEFORE OR NOT	
MAKER H RH-HF0002 TV SET 01/07/2001 NOT	715
CUSTOMER INFORMATION FUJI, Michiko 10-10, NOGI, AOMORI-SHI, AOMORI-KEN 090-1111-1111	

FIG.9

REPAIRED PRODUCT SHIPPING
REQUEST SHEET 72

ISSUE DATE:10/09/2000

REPAIRED PRODUCT SHIPPING REQUEST SHEET
(AAAAAA00000011)

TO :

ADDRESS : 10-10, NOGI, AOMORI-SHI, AOMORI-KEN
NAME : FUJI, Michiko
PHONE : 090-1111-1111

721

PRODUCT MAKER H TV SET RH-HF0002

723

FROM :

ADDRESS : 10-2, NOGI, AOMORI-SHI, AOMORI-KEN
NAME : SHOP A
PHONE : 017-XX-5555

725

FIG.10

COLLECTION REQUEST SHEET 73

COLLECTION REQUEST SHEET
(AAAAAA00000011)

SIR

COLLECTION SERVICE XXXX
10-2, NOGI, AOMORI-SHI, AOMORI-KEN
017-XX-5555

PLEASE COLLECT AND DISPOSE THE FOLLOWING PRODUCT

COLLECTION PRODUCT

MAKER NAME	MANUFACTURE No.	PRODUCT NAME	COLLECTION FEE
MAKER H	RH-HF0002	TV SET	¥3000

CUSTOMER INFORMATION

FUJI, Michiko 10-10, NOGI, AOMORI-SHI, AOMORI-KEN 090-1111-1111

731

733

735

FIG.11

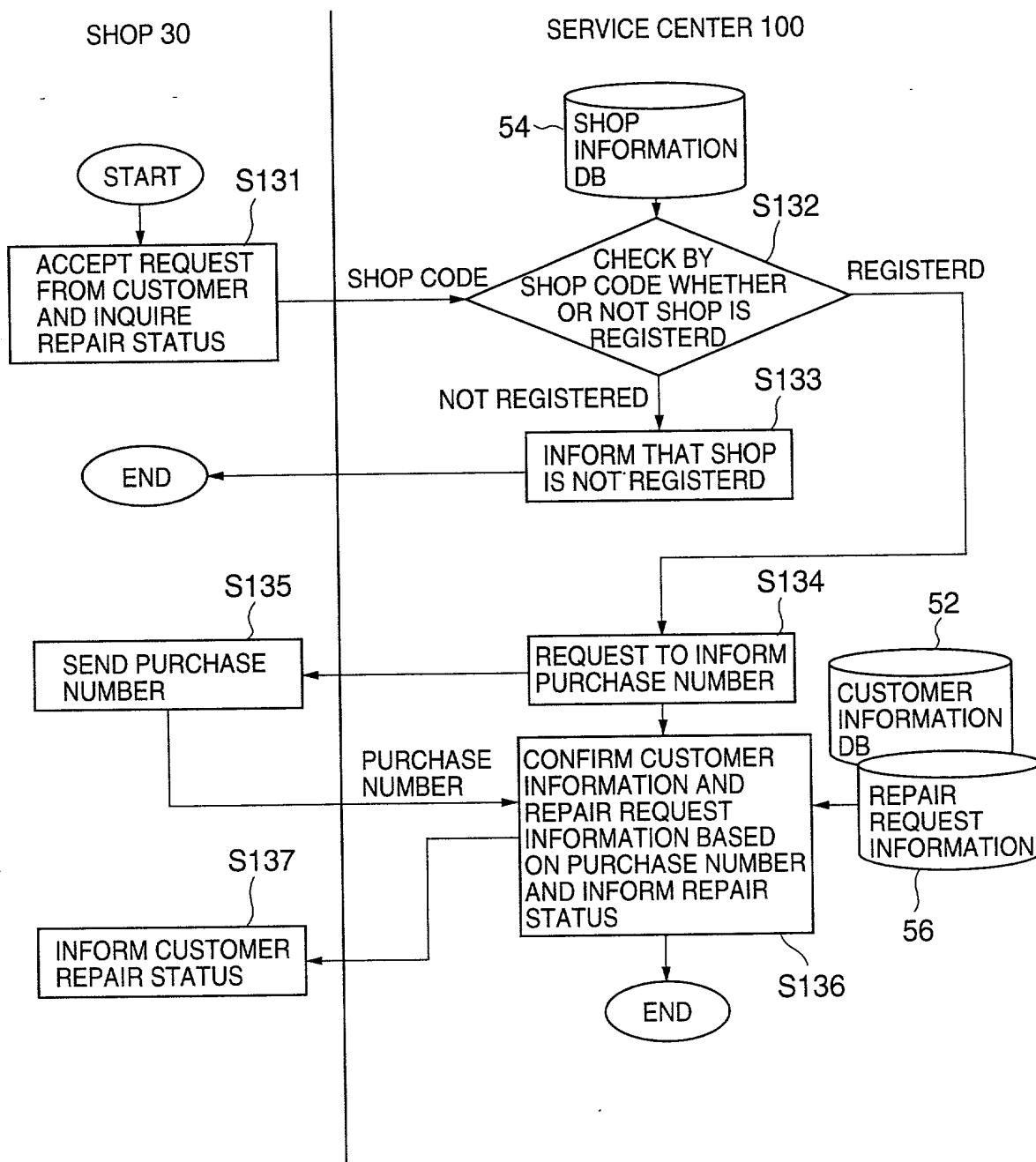


FIG.12

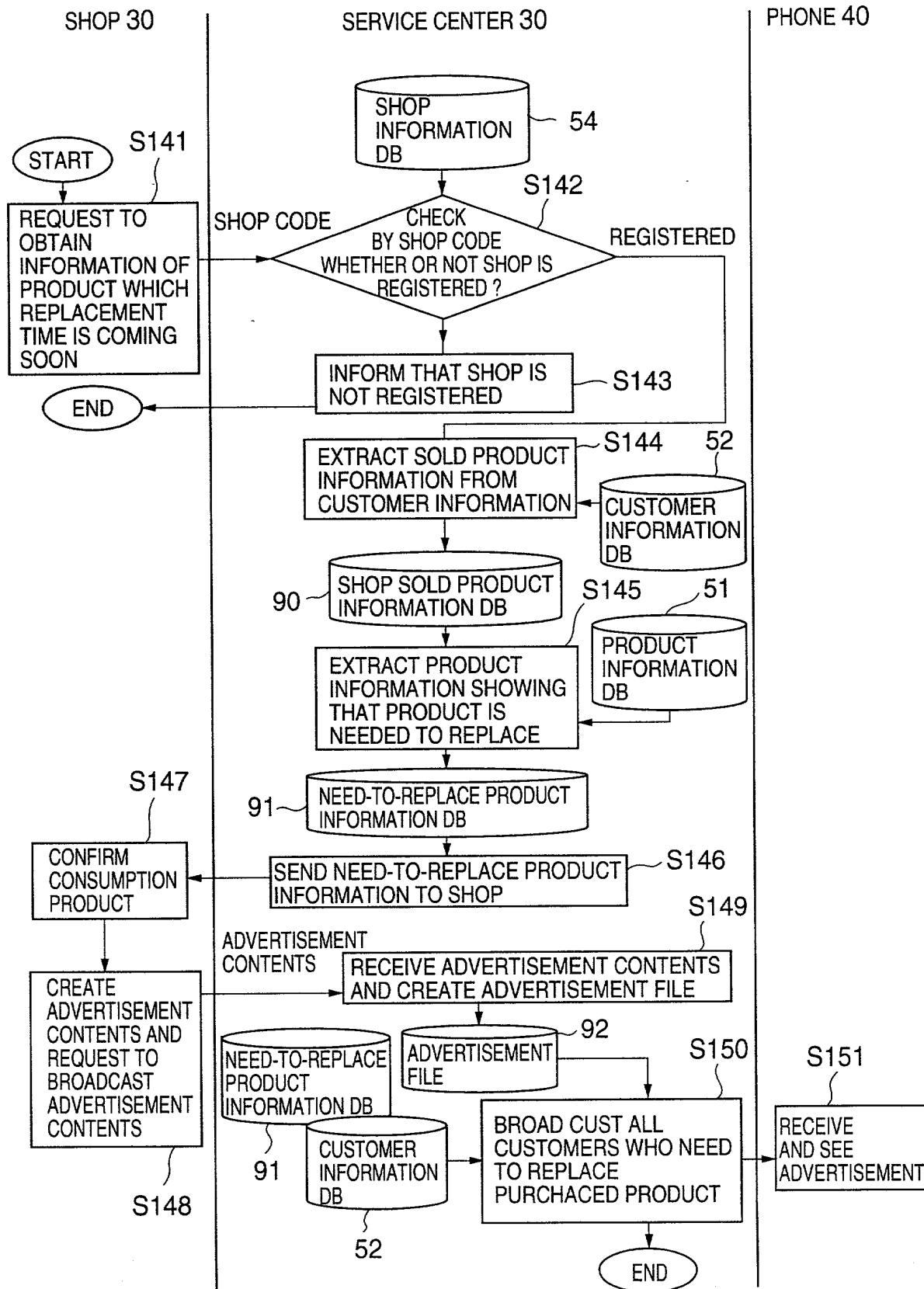
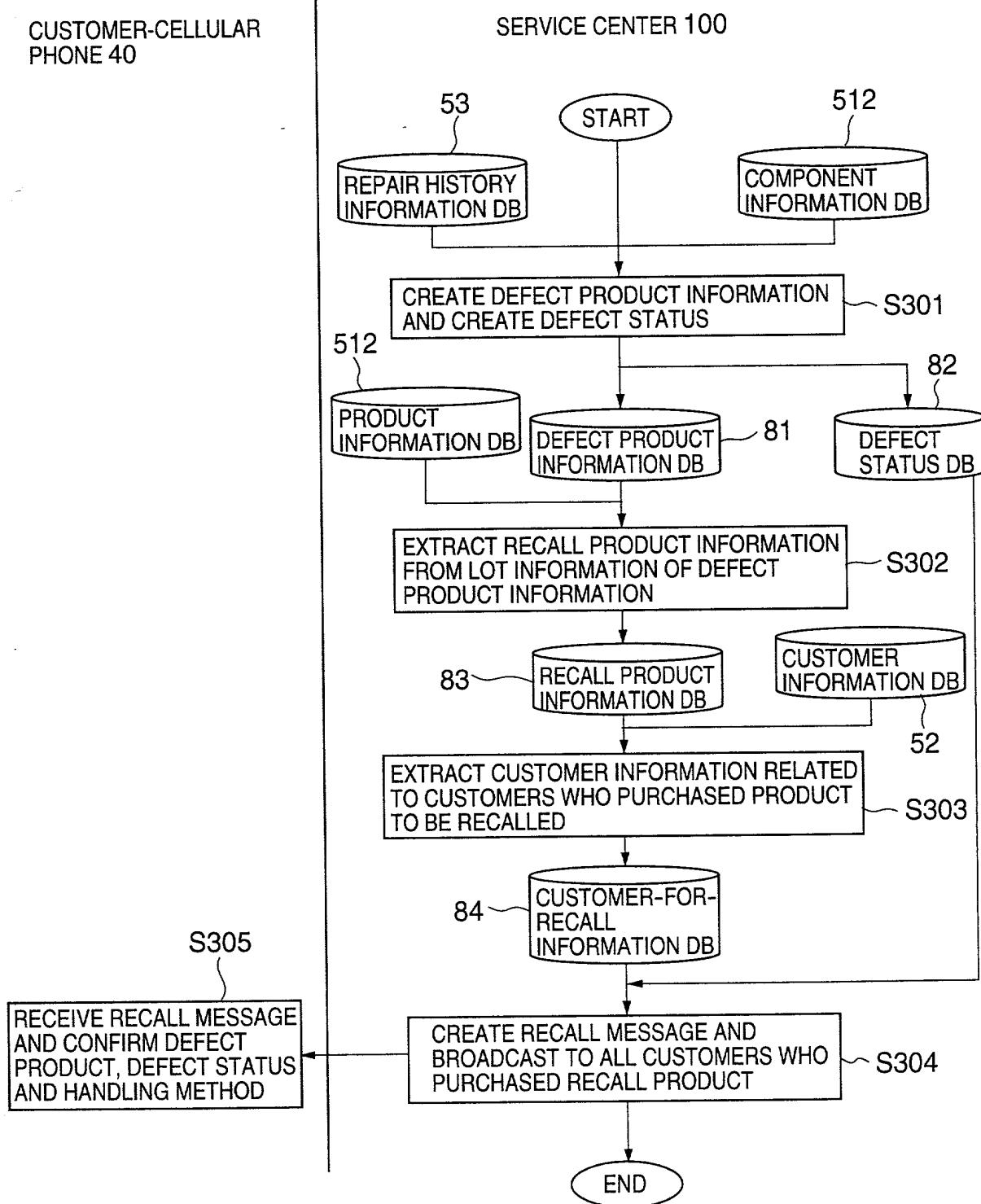


FIG.13

CUSTOMER-CELLULAR
PHONE 40



PRODUCT INFORMATION DB 51

FIG. 14A

No.	MANUFACTURE NUMBER	PRODUCT NAME	WARRANTY PERIOD	REPLACEMENT TIME	COLLECTION FEE	LOT INFORMATION	MANUFACTURED DATE	MAKER NAME	MAKER E-MAIL
1	RH-HF 0002	TV SET	1 YEAR	6 YEARS	3000	AA00001	19990510	MAKER H	hhh@hhh.co.jp
2	AA-EDH01	RADIO-CASSETTE	1 YEAR	8 YEARS	1000	BB00002	19991015	MAKER F	fff@fff.co.jp
3	DD-AC010	REFRIGERATOR	2 YEARS	7 YEARS	5000	CC00001	19990708	MAKER G	999@999.co.jp

COMPONENT INFORMATION DB 512

FIG. 14B

No.	COMPONENT NUMBER	COMPONENT NAME	LOT	MANUFACTURED DATE
1	AAA01-01	BASIC BOARD	DD00001	20000323
2	BBB01-01	MAIN BOARD	GG00001	20000323
3	CCC01-01	TUNER	AA00001	19990510
4	CCC01-01	TUNER	AA00010	19990610
5	CCC01-01	TUNER	AA00020	19990710

CUSTOMER INFORMATION DB 52

FIG. 15A

No.	PURCHASE NUMBER	MANUFACTURE NUMBER PRODUCT NUMBER	DEVICE ADDRESS	PURCHASED DATE	WARRANTY PERIOD	CELLULAR PHONE NUMBER	PHONE E-MAIL	NAME	ADDRESS
1	AAAAAAA00000011	TV SET	RH-HF0002	1234567	20000701	20010701	090-1111-1111	a@xxx.co.jp	Fuji, Michiko
2	AAAAAAA00000011	RADIO-CASSETTE	AA-EDH01	1234568	20000801	20010801	090-1111-1110	a@xxx.co.jp	Fuji, Michiko
1	AAAAAAA00000011	REFRIGE-RATOR	DD-AC010	2345678	20000701	20010701	090-1111-1112	bbb@ccc.co.jp	Fuji, Fuji

WARRANTY INFORMATION

SHOP INFORMATION DB 54

FIG. 15B

No.	SHOP ICOOD	SHOP NAME	SHOP PHONE NUMBER	E-MAIL	ADDRESS
1	AAAAAA	SHOP A	* * - * * - * -1111	a@xxx.co.jp	NOGI, AOMORI-SHI, AOMORI-KEN
2	BBBBBB	SHOP B	* * - * * - * -1234	b@xxx.co.jp	OHI, SHINAGAWA-KU, TOKYO

FIG.16

